

# Convenience Store Mystery Shopper Checklist

## Store Information

Store Name

Store Location

Date of Visit

Time of Visit

## Exterior & Entrance

☐

Parking available and clean

☐

Entrance is clean and unobstructed

## Store Appearance

☐

Floors are clean

☐

Shelves are well-stocked

☐

Lighting is adequate

## Customer Service

☐

Greeted upon entry

☐

Staff in proper attire

☐

Staff is helpful and courteous

## Product Availability

☐

Key products available

☐

Perishable items appear fresh

## Beverage & Food Area

☐

**Beverage/coffee machines are clean**

☐

**Food area is stocked and tidy**

## **Restroom**

☐

**Restroom is available**

☐

**Restroom is clean and stocked**

## **Checkout Process**

☐

**Minimal wait at checkout**

☐

**Correct change given**

☐

**Receipt offered**

## **Additional Comments**